

Dockless Shared Micromobility Guidelines

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INTRODUCTION

These Dockless Shared Micromobility Guidelines provide guidance on dockless micro-mobility share schemes in Canberra.

These guidelines apply to commercial operators who offer casual hire of pedal bikes, e-scooters (or other personal mobility devices legal for use in the ACT) and e-bikes where the devices are distributed on ACT public land without a purpose-built docking station. Interaction between the customer and the operator is generally through a mobile app.

The guidelines do not apply to services where the bike (or other device) is collected and returned to private sites agreed by the parties including docking stations, shopfronts or delivery and collection of the devices at agreed locations.

Any organisation contemplating the establishment of a shared micromobility system in Canberra should first consult with Transport Canberra and City Services (a part of ACT Government). Contact details are as follows:



Transport Canberra Active Travel Office

Phone: (02) 6205 4258 | Email: tccs.activetravel@act.gov.au



GUIDELINES FOR SHARED MICROMOBILITY OPERATORS



1 Protection of the Public Realm

1.1 Parking

The ACT Government is committed to ensuring a safe, vibrant and attractive city environment for visitors and locals including for those with visual and/or mobility impairments. The ACT Government requires safe and equitable access for people in public spaces. Operators will be expected to manage their fleets to ensure that the devices do not clutter our streetscapes and urban areas, that there is equitable distribution of devices and that these devices do not block people walking or moving through the public realm, including those with prams or mobility aids.

Identifying preferred parking sites helps operators to manage fleets and users to park the devices when they have finished their trip. Operators will work with the ACT Government to map appropriate locations for future sites in new operating areas. This will enable the ACT Government to determine and mark appropriate locations where dockless devices may be parked.

Operators will be encouraged to educate and provide incentives to users to park in these locations, or when parking in other locations to do so with sensitivity to the needs of others, to ensure public safety and equitable access for all.



1.2 Redistribution

Prompt and appropriate redistribution of devices will be critical to ensure public confidence, the maintenance of public amenity and to avoid devices cluttering Canberra's public areas.

Each dockless device will be equipped with GPS functionality so that operators can easily ensure the equitable distribution of devices across the service area. Service operators should have an appropriate number of staff available to redistribute repair and charge devices.

1.3 Geofencing

The use of location data to enforce appropriate use of micromobility is important to ensure the protection of the public realm. Operators will be required under their permit to ensure that they have a system of geofencing through which appropriate restrictions can be enforced on the device within specified geographic areas. This may include the prevention of device parking, restriction of speeds or prevention of motorized travel.

1.4 End of Operations

Should a dockless operator cease to operate, all devices are to be removed by the service operator from the public space within seven calendar days. Any devices removed or impounded by the ACT Government may result in costs being incurred by the service operator.

2 Safety and Customer Experience



2.1 Repair and Maintenance and Charging

To ensure user safety and confidence, devices in need of repair or maintenance should be removed from the fleet promptly and only reintroduced when safe for riding.

Users should always be able to easily report a device in need of repair/maintenance, and the service operator should immediately respond by locking the device to prevent other users from using it until it is safe to do so.

Operators should have systems to ensure that electric powered devices are always sufficiently charged so that users can select a device that can meet their needs and so they do not become stranded.

2.2 Device quality and applicable laws

The ACT Government expects that devices supplied comply with applicable laws including the ACT Road Rules. The devices need to be of a sound quality to ensure user safety and comfort and to withstand the rigours of use in the public realm. Operators should ensure that users have everything they need to comply with the law when riding. Users need to be satisfied that they can use the device in compliance with the law.

In the ACT, every person riding a bike or a personal mobility device must wear a helmet. Helmets must meet AS/NZ 2063:2008. In addition, where required, they must have:

- a red rear reflector
- a working bell
- working brakes, and
- (at night) front (white) and rear (red) lights (preferably integrated into the device).





2.3 Safe User Behaviour

Operators should encourage users to practice safe and courteous behaviours on paths. Operators can alert users through their user app, particularly visitors, to busy areas where there may be conflict between people riding personal mobility devices, bikes and/or people on foot.

The ACT Government has reiterated rules for the safe use of PMDs, which are largely consistent with those for riding a bike. Users must obey the road rules as they apply to the use of bikes and PMDs on paths. Operators should help users to understand these rules, particularly visitors.

2.4 Liability Insurance

Operators will have appropriate liability insurance in place, which includes costs incurred in the case of insolvency. The ACT Government does not accept any liability associated with the operation of private shared micromobility operations. Consumer liability will be a matter between the customer and the operator.

2.5 Customer feedback

Feedback on micromobility share schemes should be directed to the operator in the first instance. Operators will have a customer service plan which will allow for engagement with both customers and the Canberra community and should respond promptly to all feedback and complaints, particularly if they relate to safety of devices and amenity of public land. The ACT Government retains the right to act upon complaints it receives on matters of public safety and/or the management of public land.

3 Innovation and Technology



3.1 Data Sharing

Operators will provide raw, de-identified data to the ACT Government at no cost and in a timely manner to assist with monitoring and future transport and land use planning in the ACT.

3.2 Software maintenance

Operators must ensure the timely upkeep and maintenance of all software associated with the scheme, including online content and smartphone applications.

3.3 Product stewardship

Devices will be subject to heavy wear and tear in the public realm. In addition to safety, operators are expected to repair and maintain devices to ensure as long a life as possible.

Operators are expected to have an end-of-life plan that ensures devices are removed from public land and to reduce, to the fullest extent possible, waste associated with their disposal.



Important Notes

Micromobility organisations who establish operations in the ACT do so at their own risk, unless otherwise agreed in a written contract with the ACT Government. The ACT Government may introduce, amend or repeal any legislation or regulation at any time which may impact the operations of dockless bike share providers.

If users or other members of the public have any complaints about devices under a micromobility share scheme they should be directed to the operator in the first instance.